



## Bay State Saving Bank Business Banking Password Features & Services

Frequent Questions	Company Administrator	User Administrator	Authorized Users
<b>Who creates IDs and passwords?</b>	Bay State Savings Bank	Company Administrator	Company Administrator or User Administrator
<b>What access will I have?</b>	As detailed on the Business Online /Cash Management Set up form	Same as the Company Administrator, but without access to the profile of the Company Administrator	As determined by the Company Administrator or User Administrator
<b>Who resets my password if I forget it or become locked out?</b>	Bay State Saving Bank 508-890-9042	Company Administrator	Company Administrator or User Administrator

### **A few words about Passwords:**

All Company Administrators, User Administrator and Authorized Users will be prompted by the system to change their **User Password every 30 days.**

- The system will **never** prompt a change of the **Company** Password. This is done at the discretion of the Company Administrator or User Administrator (through the Administration function). (The exception to this is when the Bank has reset the Company Password - the Company Administrator will be prompted to change this temporary password upon first login.)
- User Passwords may be changed at any time by the User (through the Administration function.)
- Remember, all Passwords must have:
  - Minimum 8
  - Maximum 16
  - 1 or more alphabetic character
  - 1 or more upper case letter
  - 1 or more lower case letter
- Please also remember, passwords are case-sensitive and the pattern of upper case and lower-case letters must be replicated exactly.

### **Resetting User Passwords for Authorized Users**

This function can only be performed by the Company Administrator or User Administrator.

- Under the **Administration** menu, click on **User Maintenance**, then **User Profile Maintenance**
- Click on the down arrow next to the **Current User** box to display a drop-down list of Users
- Select the User's name from the list

Note: After a User tries to login unsuccessfully five times, the system will lockout the User. In this case a Reset Invalid Login button will appear. **\*\* Whenever you see this button, please click on it, otherwise the User will not be able to gain access (even if you give them a new password).**

- Click the **Reset Invalid Login** button. This will allow the User to now login using their same passwords

You will receive a message letting you know that your changes have been confirmed.

Next, if the User has forgotten their password and needs a new password:

- Go back to **Administration** menu, click on **User Maintenance**, then **User Profile Maintenance**
- Click on the down arrow next to the **Current User** box to display a drop-down list of Users
- Select the User's name from the list
- Enter a new **Password** and **Confirm** the password on the User Maintenance screen
- Click **Update** and let the User know their new password

Note: This new password that has been created is a temporary password. Upon first login, the User will be prompted to change it.